

Emergency Crisis Planning

Priorities for Teams/SSAs to consider when an Emergency Crisis Plan may be needed within an ISP:

- Redetermination.
- A provider has contacted the team and alerted the team of concerns about staffing levels.
- Person served has critical needs and is at immediate health and safety risk without staff.
- People living alone with 1:1 staffing.

Please see below the sample template language that might be considered when teams meet for ISP redetermination or at a special team meeting to address the DSP staffing crisis.

Emergency Crisis Plan Sample Template

Note: **Bold indicates individualized planning pieces considering alternate and immediate services' technology, remote supports, adaptive environments/equipment, medication administration devices/video observation, natural supports, reduced staffing levels, alternate transportation, temporary setting changes, other providers, etc.*

Due to the ongoing national labor shortages and DSP staffing crisis, _____ team has developed a crisis plan in the event that _____ is unable to supply the typical level of HPC supports identified in her ISP. This plan is subject to change at any time and will be based on available resources at the time of a potential staffing crisis.

In the event that _____ cannot provide the prescribed levels of HPC supports due to a staffing crisis (i.e., a COVID-19 outbreak that affects their ability to provide HPC staffing throughout their agency) the following are identified as the top priorities for _____ to maintain _____ health and safety. (Examples below)

- **General supervision.**
- **Assistance with activities of daily living.**
- **Ensuring that she has meals adequate to meet her nutritional needs.**

With those priorities in mind, if staffing is not available due to a crisis the following will be done: (Examples below)

- **NAME services will be expanded to revise her daytime supervision. She is already using remote supports and a service/support statement is already part of her ISP. The time of remote supports would be expanded at the time Independence Inc. communicates that they are having a staffing crisis.**
- **NAME already has home-delivered meals as part of her ISP. These meals may be increased at the time of the crisis.**
- **Independence Inc. will ensure that an Independence Inc. staff member drops in to provide direct assistance as soon as someone is available.**
- **Her sister may act as a natural support at her discretion to support NAME. This support may include direct visits to NAME home, taking NAME to her home, or just calling to check in on her.**

In addition to the above, _____ may need to have other individuals temporarily live with _____ and her housemates to maximize staffing resources. _____ may need to consider staying with other individuals served by _____ to maximize resources during a crisis.

This tentative plan will be finalized, modified, and/or updated at the time of a potential crisis.